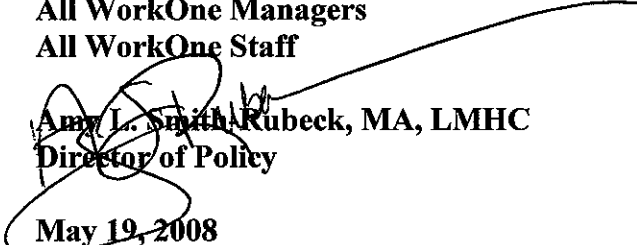




FORMAL COMMUNICATION

TO: Regional Workforce Boards
Regional Operators
Indianapolis Private Industry Council
Directors of Operations for Northern & Southern Indiana
All WorkOne Managers
All WorkOne Staff

FROM:  Amy L. Smith-Rubeck, MA, LMHC
Director of Policy

DATE: May 19, 2008

Technical Assistance Bulletin TAB 2007-17

Clarification of Provision of Intensive Services to Veterans under the Integrated Model

Purpose

To provide clarification of service delivery to Veterans under the integrated model and the leveraging of program resources to ensure timely service delivery to Veterans

Content

DWD Policy 2007-25 (Eligibility Determination and Data Validation Requirements for Integrated Adult Programs Provided by the WorkOne System) specifies that individuals may self-attest to their Veteran status at the receipt of the first core service and enrollment into workforce development programs. The validation of Veteran status, through the capture of a copy of the DD-214 or cross-match with a non-Workforce Investment Act (WIA) database, is not required until the first intensive or training service is provided. (U. S. Department of Labor Training and Employment Notice [TEN] 19-07)

At times, Veterans will request services but do not possess a copy of their DD-214 as required. This requirement has resulted in delay or denial of the provision of services to Veterans while they contact the National Military Personnel Records Center (NMPRC) to obtain a copy of their DD-214.

Mitchell E. Daniels, Jr., *Governor*
Teresa L. Voors, *Commissioner*

10 North Senate Avenue
Indianapolis, IN 46204-2277
www.workforce.IN.gov

Phone: 317.232.7670
Fax: 317.233.4793

An Economic Development Partner

DWD Policy 2007-25 provides that Veterans may self-attest to their Veteran status in order to receive core (informational/self-service) and staff assisted core services. Veterans should not be denied enrollment or core/staff assisted core services while awaiting receipt of a copy of their DD-214 paperwork. Veterans should be enrolled in all programs for which they are eligible and should be provided core/staff assisted core services under programs for which the individual is eligible.

As in the past, any Veteran without a copy of their DD-214 who requests services beyond the core/staff assisted core level should be assisted in obtaining a copy of this document. WorkOne staff are encouraged to assist the Veteran by accessing the National Military Personnel Records Center website, <http://www.archives.gov/veterans/evetrecs/index.html>, to request copies of the discharge paperwork.

Another method of validating Veteran status allowed by TEN 19-07 is to cross-match a Veteran with a non-WIA management information system. This means that data entered into another federal or state database may be used to validate Veteran status if detailed supporting evidence is present. The presence of a customer's Social Security Number in a federal or state database is not considered adequate supporting evidence.

The Indiana Department of Veterans Affairs (IDVA) has access to discharge records for those individuals who entered the service from the State of Indiana. Discharge records for individuals exiting the service during the last 15 years are physically located in the IDVA office; discharge records 16 years and older are maintained in the State Archives.

IDVA has entered into an agreement with the Indiana Department of Workforce Development to allow WorkOne staff to submit State Form 52347 indicating the discharge paperwork is to be released to a specific individual in the WorkOne office. State Form 52347 must be signed by the individual Veteran. IDVA will then fax a copy of the discharge paperwork to the WorkOne. If the IDVA must request the records from the State Archives, they will be forwarded usually within a two (2) week period. A copy of State Form 52347 is attached to this TAB.

The Indiana Department of Veteran's Affairs (IDVA) can also provide cross-match validation of a customer's Veteran status through accessing the IDVA database. **Case managers, who contact IDVA for validation purposes, must document the following information in case notes:**

1. Source of Data: Indiana Department of Veteran's Affairs Database
2. Date of Validation: Date of contact to IDVA
3. Veteran's Status
4. Dates of Military Service: Required as supporting evidence
5. Branch of Service: Required as supporting evidence

Participant Reporting Requirements

The TrackOne application screens contain additional required Veterans' questions (i.e., campaign information, disability information, military history information, etc.). This information is required for participant reporting purposes and is NOT utilized for determining eligibility for services under the Veterans programs.

Veterans should not be denied or delayed in receiving services in any program as a result of participant reporting data collection requirements. Local areas are advised to thoroughly review DWD Policy 2007-25 and its attachments for information on the specific data elements that shall be validated and to utilize customer self-attestation to the fullest extent possible in order to minimize the burden on both the customer and the service provider.

Any questions regarding the content of this Technical Assistance Bulletin should be directed to:

Amy L. Smith-Rubeck, MA, LMHC
Director of Policy
Indiana Department of Workforce Development
10 North Senate Avenue, SE304
Indianapolis, IN 46204
Email: ARubeck@dwd.IN.gov

Attachment

State Form 52347 (8-05), Request and Consent for Military Discharge Papers

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May 19, 2008

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2007-10	Additional Clarification of IC 22-4.5-7-6, IC 22-4.5-7-7 and IC 22-4.5-7-8 Restrictions on Regional Workforce Board Members, Regional Operators, and Service Providers
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2007-08	Clarification of IC 22-4.5-7-6, IC 22-4.5-7-7 and IC 22-4.5-7-8 Restrictions on Regional Workforce Board Members, Regional Operators, and Service Providers
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2006-07	Guidance from the U. S. Department of Labor
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2006-01	Clarification on DWD Communication 2005-26 (rescinded 8-22-07)
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**REQUEST AND CONSENT FOR
MILITARY DISCHARGE**
State Form 52347 (8-05)

STATE OF INDIANA
DEPARTMENT OF VETERANS AFFAIRS
302 West Washington Street, Room E120
Indianapolis, IN 46204-2738

REQUEST AND CONSENT FORM FOR MILITARY DISCHARGE PAPERS

This form does not authorize the release of information other than specifically described. Disclosure is voluntary. However, if information is not furnished, we may not be able to comply with your request. This written request includes express consent to release your social security number which is contained on the document to the individual authorized below.

I have _____/have not _____ made a written or telephonic request to this office prior to the submission of this release form.

VETERANS NAME: _____

SOCIAL SECURITY _____ BRANCH OF SERVICE _____

SERVICE NUMBER _____ DATE OF BIRTH _____

DATES OF SERVICE _____

To whom this information is authorized to be released?

Signature of the Veteran or his Power of Attorney or Next of Kin

Date of Release _____